

PERSONAL INFORMATION

Alessandra Anniballi



📍 Via Cesare Battisti 43, 00017 Nerola (RM) (Italy)

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Sex Female | Date of birth 13 Jul 1990 | Nationality Italian

STUDIES APPLIED FOR

Master in Tourism Management

WORK EXPERIENCE

Dec 2019–Mar 2020

Booking assistant

Nordic Exclusive, Tromsø (Norway)

- Sold tours at the information point of the Comfort hotel Xpress (Dog Sledding, Reindeer sledding and Sami culture experience, Northern light chase by boat/bus, Snowmobiling, Snowshoeing, Cross-country skiing, Fjord Cruise by boat/bus, Whale Watching, Sea fishing experience)
- Assisted the hotel guests answering to all the general questions and giving information about activities and attractions in the area
- Handled bookings by e-mail
- Solved the last minute problems helping the customer to find alternative experiences

Jun 2019–Nov 2019

Waitress

Trattoria Rocchetto (Italy)

- Was responsible to keep area cleaned
- Answered phones and recorded orders
- Worked with other waiter and waitress as a team to take care of the customers
- Informed clients about the daily menu
- Collected payments from customers and completed money transaction

Jan 2019–Apr 2019

Booking assistant

Wild Seas AS, Tromsø (Norway)

- Sold tours like Whale Watching and Fjord Cruise by boat
- Called the customers in case of cancellation of a tour
- Assisted customers giving information about the attractions in the area

Jan 2019–Apr 2019

Booking assistant

Comfort Hotel Xpress Tromsø, Tromsø (Norway)

- Helped the reception to take care of all the general questions from their guests about activities and attractions
- Sold tours (Dog Sledding, Reindeer sledding and Sami culture experience, Northern light chase by boat/bus, Snowmobiling, Snowshoeing, Cross-country skiing, Fjord Cruise by boat, Whale Watching, King crab fishing)

Oct 2018–Jan 2019

Booking assistant

Tromsø Travel AS, Tromsø (Norway)

- Sold different kind of tours (Dog Sledding, Reindeer sledding and sami culture experience, Whale Watching, Fjord Cruise, Visit at the Aurora Spirit distillery, Ice fishing, Ice climbing, Snowmobiling, Snowshoesing, Arctic Truck tours, Northern light chase by minibus/boat)
- Assisted clients giving information about the attractions in the area

2010–2018 Waitress

- Was responsible to keep area cleaned
- Answered phones and recorded orders
- Worked in a team
- Informed clients about the menu taking the orders
- Collected payments from customers and completed money transaction

EDUCATION AND TRAINING

May 2020–Present

CW-ELAB: e-learning platform for translators (Italy)

- Acronyms
- Localization
- Machine Translation Post-Editing
- Cat tools
- SDL Trados Studios
- MemoQ
- Memsource
- Matecat
- Smartcat
- LQA
- Video Games localization
- Patent Translation
- The role of the Project manager
- How to write a Curriculum Vitae
- Self-employed job performance
- How to become a translator

26 Nov 2017–27 May 2018

Master in Tourism Management

Up level school of management, Roma (Italy)

- Tourism marketing
- Tourist itineraries
- Social Media marketing introduction

2010–2016 University: Languages and cultural mediation

Università degli studi dell'Aquila, L'Aquila (Italy)

- English language and linguistics I, II, III
- Translation: English to Italian
- Translation: Italian to English
- English literature I
- Spanish language and linguistics I, II, III
- Translation: Spanish to Italian
- Translation: Italian to Spanish
- Spanish literature I,II

2004–2009

High school diploma in Art

Istituto Statale d'Arte Antonino Calcagnadoro, Rieti (Italy)

Main subjects:

- design
- art history
- information technology
- english

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2
Spanish	B2	B2	B2	B2	B2
Norwegian (Bokmal)	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages - Self-assessment grid

Communication skills

- good communication skills acquired through my studies
- good social skills developed thanks to my work experience as a waitress

Organisational / managerial skills

- good organisational skills acquired through my work experience as a waitress (I am able to work autonomously or in a team).

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Basic user	Independent user	Independent user

Digital skills - Self-assessment grid

Driving licence

B

ADDITIONAL INFORMATION

Trattamento dei dati personali

Autorizzo il trattamento dei miei dati personali ai sensi del Decreto Legislativo 30 giugno 2003, n. 196
"Codice in materia di protezione dei dati personali."